

City of Wichita

Director of Transit



CITY OF
WICHITA
wichita.gov





Our Wichita Community



Don't miss this opportunity to play a significant role in making Wichita an even better place. With a vibrant downtown, outstanding quality of life, and dynamic transportation system Wichita is a premier community for opportunity. The Director of Transit will oversee a vital element of the City's transportation system, including a revamped bus fixed route system, popular Q-Line trolley routes, and service oriented paratransit services.

Wichita, the largest city in Kansas, population 389,965, is the county seat of Sedgwick County; the population in the Metropolitan Statistical Area is 644,672.1 As of May 2017, the City's total land area was approximately 164.3 square miles. Wichita's employment includes a broad mix of business types, with a sizable base of relatively high paying manufacturing jobs. A list of Wichita's major private employers include Spirit AeroSystems, Inc., Via Christi Health, Textron, Inc., Bombardier Learjet, Koch Industries Inc., Wesley Medical Center, Dillons Food Stores, Cargill Meat Solutions, and Johnson Controls. The City of Wichita is also among the large employer list with approximately 3,000 employees.

Wichita is a community with big city amenities and a small town, friendly atmosphere. Low cost of living, exceptional educational opportunities, broad range of arts and cultural attractions, and many entertainment options make Wichita the ideal place to call home. Wichita's diverse cultural attractions are nationally



renowned and rival other metropolitan areas of comparable size. The city offers a professional opera, symphony, ballet and music theater as well as numerous cinematic and performance theaters ready to impress with plays and independent films. From traditional to contemporary, the city features a variety of art galleries and world-class museums and also accomplished local musicians and artists entertain and inspire on a continual basis.

Outdoor recreational activities abound in Wichita. There are more than 4300 acres of lush parks and greenways, tranquil botanical

gardens, numerous golf courses and more than 60 miles of bike paths. The Arkansas River provides additional recreational opportunities and serves as the centerpiece of the annual Wichita River Festival. It is home to the iconic Keeper of the Plains sculpture, which has become a symbol of Wichita and pays tribute to the Native Americans who first inhabited the area.

Wichita attracts approximately six million visitors each year. A variety of retail districts make it a shopper's paradise featuring local boutiques, eclectic shops and lifestyle centers. Wichita is also globally recognized as a top test market in the restaurant industry and can satisfy any appetite with more than 1,000 restaurants.

We could go on and on about our great City, but encourage you to use the links provided in this brochure to find out more for yourself. We think Wichita is a special place with great things happening — [CLICK HERE](#) to see the latest additions to our fine City in 3rd Quarter 2017.



Wichita Transit

Now is a unique opportunity for Wichita and especially for the Wichita Transit Department. It will require a strong leader to bring vision and strategy to create a sustainable system. Wichita Transit provides public transit service throughout the city – including 17 fixed bus routes in all sections of the City, the Q-Line (a downtown trolley), and para-transit van services. The Wichita Transit Department includes 136 employees working in two facilities and organized in four divisions: Bus Operations; Paratransit; Maintenance; and Financial and Administrative Services.



In addition to services within Wichita, Wichita Transit is the designated recipient of FTA 5310 funds in the Wichita urbanized area and is responsible for providing public transportation in compliance with Federal guidelines.

Wichita Transit is funded through local revenue, contributions from the General Fund, and federal and state grants. The annual budget for Transit is \$15.5 million, with \$6.7 million in expenditures from the local Transit Fund and \$8.8 million in expenditures from state and federal grants. Besides administrative staff members, Transit includes 69 bus operators, 26 van drivers, and 18 maintenance positions, including 4 division supervisors (Bus Operations; Van Operations; Maintenance, and Administration) and 9 front-line supervisory positions (2 Mechanic; 6 operations; and 1 Van Operations Supervisor).

Due to long-term structural and financial issues associated with the Transit Fund,

the City of Wichita has taken several steps to move towards transit sustainability through new programs and initiatives. In August 2016, the City Council approved the implementation of the Paratransit Transition Plan. The goal of the plan is to rebuild a compliant, coordinated paratransit service delivery model that would be cost-effective and reach more of those in the community in need of such services. The approval of the plan keeps all paratransit services in-house, rather than outsourcing services to other paratransit providers.

In March 2017, the City Council approved the Q-Line Proposal, creating a partnership between local businesses and the City of Wichita. Funded through Transit, the Wichita Downtown Development Corporation, and local businesses, these enhancements create three separate Q-Line routes: two operating evenings and weekends and a third providing lunch hour service. The routes provide expanded hours, coverage, and frequencies. Ridership of the Q-Line has been very successful going from a ridership of approximately 3,000 per month last year, to a high of nearly 12,000 riders in June of 2017.



The Wichita Transit Director position will require someone that can rise to the occasion. This is a dynamic time for Wichita and one with many challenges and opportunities, including those listed below.

Challenge: Community Need/Desire

Wichita residents have identified public transit and having more robust transportation options as a key community priority. The ACT ICT process, a citizen engagement process in 2014, identified public transit as one of the top four community priorities. The 2016 National Citizen Survey Community Livability Report, indicated that only 28% of respondents rated transit service as good or excellent. The 2015 Chung Report documented that Wichita is experiencing an exodus of trained workers. Transportation options are a factor for this exodus. A 2010 report on attracting and retaining talent in Wichita indicated that the lack of transportation options is a competitive weakness when compared to Wichita peer cities.

The Challenges



Challenge: Resources/Funding

The City of Wichita Budget staff have indicated the possibility of a funding shortfall for the City of Wichita Transit Fund in 2020 due to the City's reliance on federal grant funding for transit operations. On average, the City provides approximately \$4 million per year to operate Wichita Transit. With the influx of money and enhancements from the Transit Sustainability Plan as well as the Paratransit Transition Plan and the enhancements to the Q-Line, the Transit Fund is likely to be sustainable through 2022.

In order to help address this challenge, the City is providing additional funding in the amount of one \$1 million per year for four years, specifically to develop sustainable programs and increase ridership. Increases in ridership can lead to increases in grant apportionments from the federal and state governments.

Challenge: Operating Environment

Another challenge is the operation of transit in a community designed to emphasize motor vehicle transportation. Over the past approximately 60 years, the Wichita region has focused the majority of its transportation infrastructure investments to moving motor vehicles faster and further. In 2014, Wichita was ranked as the least congested large city in the U.S. by www.homeinsurance.com. The urban/suburban environments that make travel by car more convenient, moderate population density, lack of congestion, and abundant free parking results in an environment where the

advantages of taking transit are reduced compared to other modes of transportation.

In order to help address this challenge, the City undertook transit route changes in 2016. These changes, along with the updated Q-Line service have focused much of the transit system service to those locations with the highest levels of transit demand. In addition to route changes, the City is leveraging opportunities to provide multi-modal transportation, with more

integrated transportation networks/modes (i.e. bicycling, walking, transit, motor vehicle, parking, etc.). The multi-modal approach will change the definition of what transportation and transit mean to the community.

Beyond City efforts, the environment transit serves is also changing. Existing and anticipated developments along corridors and in districts/neighborhoods will likely increase opportunities and demand for transit service.





The Position

This executive staff member is responsible for overall management of all Wichita Transit operating divisions, including fixed route services and paratransit services. Leading all transit system activities for the City of Wichita Transit Department, including grants, contracts, marketing, operating, and financial data, procurement and external communications. This position is responsible for the preparation of applications for state and federal grants and the administration of such grants as required. This position is also responsible for developing marketing programs, implementing customer service programs, including the handling of complaints, preparation for budgets and ensuring compliance with state and federal regulations.



The **Ideal Candidate** will bring the following experience and skills:

- A strong background in diverse front line transit roles and five (5) years of recent, verifiable, and increasingly responsible management within transit operations, including fixed route and paratransit and service development in an organization comparable to Wichita Transit at the manager or assistant/associate director level. Strong preference for management level experience with a combination of these areas and experience managing supporting departments functions such as Training, Safety, Procurement and Customer Service.
- **Values** – understanding and demonstration of the values of the City of Wichita.
- **Partnerships and Sustainability** – Demonstrated history of building strong business, association and organization partnerships to increase ridership or use of different modes of transportation. Is a proactive and effective negotiator who leverages assets with opportunities.
- **Vision** – Provide an exciting vision and energy to lead the department to a transportation function with multi-modal operations.
- **Strategic Planning** – Be adept at identifying changes coming to the industry and provide advanced planning to best serve our citizens. Will be able to provide logistical planning on routes and identify new opportunities to make transportation to and from the City limits more accessible.
- **Budget/Finance** – Is creative and ethical in managing budgets, leveraging limited resources, and working effectively with Transit partners to maximize complex partnerships with a departmental system.
- **Communication and Collaboration** – Skilled collaborator who easily builds collaborations among the Transit Department and other city departments and Transit partners. An excellent and effective communicator, including one on one, small groups and public speaking, who confidently and persuasively engages citizens, community groups, staff and Council. Developing trust and an empathetic understanding of the different populations served and the reasons they use the transit system will be critical.

- **Image and Marketing** — Change agent abilities to create a new paradigm for rebranding the image for transit and other modes of transportation. Use of technology, social media, and “outside the box” thinking to market transit in new ways will be essential.
- **Technology Wizard** — Adept and heavy user of technology to know what will work and what will not to enhance transportation needs.
- **Leadership and Management** — An empowering leader equally dedicated to building a cohesive team throughout the department as well as the development of individual employees. Coaches, trains, and motivates and mentors staff; manages employee relations; manages the workflow and prioritization of projects and measures performance of the division and all related staff and takes appropriate corrective action when necessary. Promotes a positive work environment and uses a collaborative problem-solving approach



- and is skilled at fostering high-performing and high-morale teams.
- **Teamwork** — Ability to create working partnerships with multiple city departments.
- **Operations** — Knowledgeable in transit operations including, scheduling, safety, federal and state regulations. Demonstrated working knowledge in bus and van operations and fleet maintenance is required.
- **Regulation, Compliance and Safety** — Strong understanding of FTA regulations and policy coordination with internal and external partners including federal and state audit requirements. This position is responsible for the stewardship of the transit resources.
- **Labor / Union Contracts** — Prior experience with collective bargaining and constructive relationship with union representatives.

- A bachelor's degree in business, public administration, transportation and mobility; logistics, or related field is preferred; Master's degree is a plus. The City may consider a combination of education, training, and experience which provides the necessary knowledge, skills and abilities to perform the essential duties and responsibilities of the position. This position requires a principled leader who values accountability while holding realistic and fair expectations of self and others. Personal traits required include, honesty, integrity, leadership, cooperation and partnership building.

To Apply

To be considered for this position, all applications must be submitted through the City of Wichita Careers website at: www.wichita.gov. Please submit a cover letter and resume with application.

Application Deadline: Friday,
December 1, 2017.

Employment Information

Pre-Employment Requirements

All offers of employment from the City of Wichita are contingent on the candidate passing a background check, physical and drug screening.

Relocation Assistance

Relocation may be available for qualifying candidates.

Residency requirement

Employees are required to live within 30 minutes of lawful driving time of the corporate city limits. Employees are allowed 60 days from their start date to meet that requirement if they do not own or have any equity in their residence, or six (6) months if they do own or have equity in their residence.

Equal Opportunity Employment

The City of Wichita will extend equal opportunity to qualified applicants and employees without regard to race, religion, color, sex, marital status, national origin, ancestry, disability, genetic information, political affiliation, age, sexual orientation, or other non-merit factors.

Veteran's Preference

As a Veteran of armed services, you may be entitled to preference when seeking employment with the City of Wichita. If you are interested in receiving Veteran's Preference, you must submit your DD 214 prior to the position closing date. All required documents may be attached to the application and submitted electronically.

Americans with Disabilities Act Amendments Act (ADAAA)

Applicants requiring reasonable accommodation for the application and/or interview process should notify HR by calling 316-268-4531. The Kansas Relay phone number is 711.

Criminal History

Convictions (and arrests for law enforcement positions) for job-related offenses may be grounds for denial of employment for some or all City positions.

Resource Links

[Greater Wichita Partnership](#)

[Visit Wichita](#)

[Wichita Chamber](#)

[Wichita Transit](#)

[Downtown Wichita](#)

[Move 2040 – Wichita Area Metropolitan Planning Organization \(WAMPO\)](#)

[Transit Department 2018 Budget](#)

[National Transportation Database – Region 7](#)



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